

**Access Advisory Committee to the Massachusetts Bay
Transportation Authority**

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Membership Meeting Minutes

Wednesday, June 26, 2013

Notables

The AACT Executive Board will meet from 10:00 AM to noon and the Membership will meet from 1:00 PM to 3:00 PM on the fourth Wednesday of the month, except when noted.

AACT has a page on the Boston Region Metropolitan Planning Organization's (MPO) website at www.bostonmpo.org; click on "Get Involved" then scroll down to "Access Advisory Committee to the MBTA." Links can be found there for the following items: agendas, upcoming meetings, past meeting minutes, the Memorandum of Understanding (MOU) between the MBTA and AACT, and the AACT bylaws, and ADA regulations. There are also links to the MPO's newsletter, *TRANSREPORT*, and information on accessibility at the MBTA. This page includes the contact information for the AACT Coordinator.

Comments and questions concerning AACT should be directed to the Interim Chairman James White by contacting the AACT Coordinator, Ms. Janie Guion, at 617-973-7507 (voice); 617-973-7089 (TTY); 617-973-8855 (fax); AACT@ctps.org (email); or at c/o CTPS, 10 Park Plaza, Suite 2150, Boston, MA 02116 (mail).

The AACT meeting location is accessible to people with disabilities and is near public transportation. Upon request (preferably two weeks in advance of the meeting), every effort will be made to provide accommodations such as assistive listening devices, materials in accessible formats and in languages other than English, and interpreters in American Sign Language and other languages. Please

contact the MPO staff at 617.973.7100 (voice), 617.973.7089 (TTY), 617.973.8855 (fax), or publicinformation@ctps.org.

The MPO complies with Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act (ADA) and other federal and state non-discrimination statutes and regulations in all programs and activities. The MPO does not discriminate on the basis of race, color, national origin, English proficiency, income, religious creed, ancestry, disability, age, gender, sexual orientation, gender identity or expression, or military service. Any person who believes herself/himself or any specific class of persons has been subjected to discrimination prohibited by Title VI, ADA, or other non-discrimination statute or regulation may, herself/himself or via a representative, file a written complaint with the MPO. A complaint must be filed no later than 180 calendar days after the date on which the person believes the discrimination occurred. A complaint form and additional information can be obtained by contacting the MPO (see above) or at www.bostonmpo.org.

Members needing service information or wanting to inquire about MBTA services should do so through the MBTA Marketing and Communications Department at 617-222-3200 or 800-392-6100, TTY 617-222-5146, Monday through Friday 6:30 AM to 8:00 PM and Sat/Sun from 7:30 AM to 6:00 PM, or the MBTA website at www.mbta.com/customer_support/feedback/.

Please sign in at all meetings.

Announcements are always welcome. Please be prepared to give as many details as possible: date, time, location, contact person, and phone number. A written notice is always appreciated.

The meeting opened at 1:03 P.M.

Reading of the Agenda

Introductions

Attendees:

James F. White, Ian Perrault, Mary Ann Murray, Beverly Ann Rock , Thomas Gilbert, Reggie Clark, Lisa Weber, Rick Morin, Cheryl Ravalli, Allen Akron, Penny Shaw, Nancy J. Miller, Deanne Sisco, Elizabeth Soderholm, Margaret Crowdis, Theresa Casey, and Theadora Fisher

MPO Staff: Janie Guion, Matt Archer and Pam Wolfe

MassDOT/MBTA Staff: Dr. Beverly A. Scott, Marie Trottier, A Holder-Griffin, Jim Nilan, Heather H, Joe Morley, Frank Oglesby, Kelli Ahola, and William J. Grant

Vendor Staff: Mike Rushin, National Express and Victor Herrera, Joint Venture of Thompson Transit and YCN Transportation, LLC; Greater Lynn Senior Services, Jackie Reynolds; Kevin MacDonald, Veterans Transportation, LLC

Approval AACT Executive Board of Directors Meeting Minutes

A motion to approve the March 27, 2013 meeting minutes was made and seconded. The minutes were approved and accepted with two abstentions.

Chairman's Report

IC White commented on the following:

- On June 5th, he and Board Member Beverly Ann Rock met with MBTA General Manager Dr. Beverly A. Scott and with her staff: Catherine Lynds, Chief of Staff; Michael Lambert, Special

Assistant; and Carol Joyce-Harrington, Assistant Manager of Administration from the Office of Transportation Access.

-Three main issues were discussed: (1) a lack of communication on MBTA policy decisions; (2) Innovative Paradigms/In Person Assessment (IPA) representative attendance at AACT meetings, as is the practice for other contractors of THE RIDE; and (3) reimbursement for travel to the AACT Board of Directors on MBTA-related business.

-Dr. Scott noted that AACT is a recognized ADA group, working with the MBTA.

-She will make a decision regarding the IPA representative issue with her staff..

- The Key Bus Route Improvement Program is complete that a draft report would be presented before implementation.
- He contacted Dr. Scott with his concern that a major policy change has been implemented without AACT's knowledge. He heard from Dr. Scott who was very apologetic and said she would be reviewing the issue.
- Dr. Scott named Assistant General Manager for System-Wide Accessibility, Marie Trottier--she will be more involved assisting AACT on policy issues and projects in the future.
- He expressed his concerns about the MBTA's decision not to provide service to the disability community to attend the Fourth of July event on the Esplanade due to security. He noted that the disability community is to be penalized because of the senseless acts of others.

He then asked for questions. No questions were asked.

*Dr. Beverly A. Scott, MBTA General Manager and MassDOT
Transit Administrator*

Dr. Scott is the first female General Manager at the MBTA. She took the position in mid-December 2012. Addressing AACT, she stated that she is excited to have the opportunity to be part of a process that she believes will make a real transformation in terms of the way to manage, fund, plan and implement transportation infrastructure and services across the state. This is new for her. She wanted people to know that she was being very sincere and to witness that this is an absolutely wonderful opportunity.

She explained the following:

- She is working to get the community involved in addressing the region's large transportation investment needs
- The future of transportation funding is very difficult to predict
- AACT's work is invaluable in helping the MBTA advocate for what needs to happen regarding future costs and funding
- The MBTA has a backlog of \$5 billion in State of Good Repair work that needs to be done
- AACT will need to be involved in future discussions about fare increases every two years at 5 percent; it will come up by October and she is looking for the support of AACT
- The next preliminary budget proposal will be presented to the MBTA Board of Directors by March 15, 2014
- Changes in technology will bring innovation of fare structure to allow for variable base fares considering distance and time of day

- THE RIDE Program Request for Proposals will be made available to the public within thirty days
- THE RIDE In-Person Assessment Program is off to a good start
- The official launch of the new Travel Training Pilot Program
- Executive Order 530 Commission: implementation of the recommendations that came out of the Order in the area of statewide mobility coordination and begin the next dialogue with the community and AACT's input
- The MBTA lacks a multi-year System-Wide Accessibility Plan that would indicate what is required to make the MBTA a fully accessible system even though the MBTA is 100 years old
- AACT's representative will be asked to work with the MBTA's Accessibility Engineering and Operations Department
- An Annual Accessibility Work Plan by September
- Red and Orange Line vehicle Request for Proposals available this fall for bidders that will need AACT's input on the specifications

She closed by recapping that her most important work will be fares, the overall access plan, the Executive Order 530, the Red and Orange Line vehicle procurement, and the diesel multiple units, another type of rail vehicle that will need AACT's input on the specifications.

She then took questions.

K. Piccard commented that the multi-year accessibility plan is essentially being addressed by the 2006 Settlement with the Boston Center Independent Living (BCIL). She also noted that the Americans

with Disabilities Act has minimum priorities. The lawsuit is in its seventh year and the MBTA Board of Directors is committed to the funding although the project is behind schedule and safety is critical. She stated that she sees the lawsuit as the multi-year accessibility plan.

Dr. Scott stated that there is a lot of work that needs to be completed. She commented that the work that is taking place at the MBTA with the BCIL settlement on updating the overall list is critical. She noted that it is not just about accessibility the overall capital plan must be considered. She stated that for the first time, the MBTA is putting in a total asset management program and as a function of that, every single part of the system's infrastructure will be addressed through a cycle. She noted that all departments are being told that the MBTA cannot advance a capital project that does not include accessibility, "greening," and consideration of the long-term operations and maintenance impact of the capital investment. She explained that moving forward; the assets management will get better. Input from AACT on accessibility needs will be invaluable.

R. Clark commented that he is often stranded when a bus operator does not show up for work and other operators are asked to do overtime to cover that shift.

Dr. Scott stated that the buses carry about a third of the passengers every day. She noted that the schedules are not achievable and that on-time performance is about 68 to 72 percent. She explained that improving bus service is a priority for her. She stated that buses will get a report card and a system-wide running time review to point up the routes where changes and improvements should be done.

IC White thanked Dr. Scott for her presentation.

System-Wide Accessibility Department (SWA)

Larry Haile, SWA Coordinator, presented his report (see attached) and discussed the following items:

- The System-Wide Orientation is a program where successful graduates of the MBTA's System-Wide Orientation Program can take travel training through the Somerville-based paratransit agency Ways 2 Go Program. This program provides personalized instructions on how to use the MBTA's buses and trains.
- On June 14, Judge Patrick King held his public meeting and gave an update on the 2006 Settlement between the MBTA and BCIL.

He then asked for questions.

M. Crowdis asked if he had reviewed the plans for the Salem train station garage.

L. Haile stated that there is someone from his office that physically reviews plans. He also noted that he was aware of a problem in the paratransit drop-off area.

M. Crowdis stated that she attended a meeting concerning the Salem Station, and there is to be one elevator and no ramp. She stated that there have been dreadful crimes against women in the Lynn elevator. She is suggesting the addition of two ramps, a waiting area with heat, air conditioning, and restrooms. She also noted that the new bus location is inconvenient and that she would like for it to remain in the same area it is now.

K. Piccard commented that the Salem Station drawings are at 90 percent complete which is past the time for AACT to review them. She

stated that with the Memorandum of Understanding (MOU) between AACT and the MBTA plans are to be reviewed at 60 percent. And she noted that if a project is at 90 percent the MBTA is in violation of the MOU.

T. Gilbert asked how much participation AACT had had in the Key Bus Route Improvement Program for the removal of bus stops.

L. Haile stated AACT is to be involved in that decision.

IC White thanked Mr. Haile for his report.

OTA Office for Transportation Access (OTA) -THE RIDE Program and THE RIDE Eligibility Center (TREC) Frank Oglesby, Deputy Director, presented his report (see attached).

He stated the following:

On the Fourth of July all fares will be free after 9:30 PM. The details for the shuttle for the Esplanade are still pending.

The TREC information is found at the end of his Activity Report.

IC White then asked for questions.

IC White asked about the percentage decrease in THE RIDE's ridership compared to last month's number.

F. Oglesby stated that the ridership is down 19.4 percent.

IC White thanked Mr. Oglesby for his report.

Vendor Reports

The Joint Venture of Thompson Transit and YCN Transportation (JV) Victor Herrera, **General Manager**, distributed his report and stated that the passenger assistance training class would be held soon but that the details were currently incomplete.

He then asked for questions.

D. Sisco commented that she was told that there was only one drop-off location for THE RIDE's entrance at the Braintree Mall.

V. Herrera explained that it is better for the company but the drop-off location could be negotiated.

IC White thanked Mr. Herrera for his report.

Veterans Transportation (VT) Kevin MacDonald, **Project Manager**, distributed his report and added that passenger assistance training will be held every Tuesday in June beginning at 9 AM; in addition there will be a CPR training class.

He then took questions.

K. Piccard asked if he had heard from OTA about receiving new vehicles.

K. MacDonald said he has been assured that the vehicles are on the way.

IC White thanked Mr. MacDonald for his report.

Greater Lynn Senior Services (GLSS) Jackie Reynolds, **Manager of MBTA Contracts** distributed her report and announced that the next passenger assistance training would be Friday, July 12.

She then asked for questions.

MA Murray inquired about a recent accident and wanted to get an update on it.

J. Reynolds stated that she didn't know about any accident.

IC White noted that in the past AACT Chairmen were notified of accidents when passengers were involved.

IC White thanked Ms. Reynolds for her report.

Discussion

T. Gilbert asked if the MBTA would consider adding more landmarks to bus stop announcement boards on buses.

L. Haile explained that in the Americans with Disabilities Act there is nothing specific but did suggest that major intersections need to be announced. He suggested that if anyone has a specific area of need they should make a request. He also explained that if many people make a request it could be considered.

R. Clark commented that buses with mechanical problems are often put into service.

IC White stated that the operators of a vehicle with a mechanical problem should report to dispatch to get another one.

T. Gilbert reported that he was having problems with commercial vehicles blocking bus stops on Route #1.

IC White suggested that he report it to Customer Service at 617-222-3200 with details on the types of vehicles.

M. Crowdis stated that a bus operator was late for the shift because she waited for the day shift operator to return with a bus, thus delaying her travel.

IC White suggested that she make a report to Customer Service.

Announcements

IC White announced the Americans with Disabilities Act Celebration on Thursday, June 25, 2013 at Boston City Hall.

Meeting adjourned at 2:58 PM.